

Town of Monson

## Water & Sewer Department

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# RULES AND REGULATIONS (Water)

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**APPENDIX A: The Monson Water and Sewer Department Water Rate & Fee Schedule**

I. Emergency Numbers  
Nights – Weekends – Holidays

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TOWN OF MONSON

FIRE DEPARTMENT \_\_\_\_\_ 911 / Bus.(413) 267-3132

HIGHWAY DEPARTMENT \_\_\_\_\_ (413) 267-4135

POLICE DEPARTMENT \_\_\_\_\_ 911 / Bus.(413) 267-4128

WATER DEPARTMENT \_\_\_\_\_ (413) 267-4130

SEWER DEPARTMENT \_\_\_\_\_ (413) 267-4130

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OTHER UTILITIES/AGENCIES

**DIG SAFE** \_\_\_\_\_ (888) 344-7233

BAY STATE GAS COMPANY \_\_\_\_\_ (800) 792-2444

DEPARTMENT OF ENVIRONMENTAL PROTECTION  
(Emergency Response Hazardous Waste Spills) \_\_\_\_\_ (617) 556-1133

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## II. Regulation of Water Use

**Rules and Regulations for the use, installation and connection of Public and Private Water Services as they pertain to the Public Water System, and providing penalties for violations thereof in the Town of Monson, County of Hampden, Commonwealth of Massachusetts.**

## III. Definitions

Unless the context specifically indicates otherwise the meaning of terms used in this by-law shall be as follows:

**Applicant** - Any person, group, business or corporation, contractor, land developer, subdivider or home builder requesting entrance or connection to the public water system.

**Backflow** – A hydraulic condition, caused by a difference in pressures, that causes nonpotable water or other fluid to flow into a potable water system.

**Corporation Stop** – A type of valve inserted into the water main that controls the flow of water from the water main to the water service line.

**Cross Connection** – The physical connection of a safe or potable water supply with another water supply of unknown or contaminated quality or such that the potable water could be contaminated or polluted.

**Curb Box** – An enclosure that provides access to the Curb Stop.

**Curb Stop** – A type of valve on the water service line, usually but not exclusively located at the property line, that controls the flow of water to service line buried on private property. Accessed through the Curb Box.

**Gate Valve** – A type of valve used on water mains to control the flow of water in the public water system.

**Owner** – The person holding title to the property served or to be served by the public water system.

**psi** – Pounds per square inch of pressure.

**Service Line Shut-off Valve** – The valve located on the Service Line immediately after it enters the building and right before the water meter.

**Superintendent** - The Superintendent of the Monson Water & Sewer Department of the Town of Monson or his authorized deputy, agent or representative.

**Water Consumer** - Any person, group, business or corporation that consumes or uses the water provided to a property serviced by the public water system.

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## Monson Water & Sewer Department Rules & Regulations (Water)

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**Water Customer** - Any person, group, business or corporation that pays for the water that is consumed or used at a property serviced by the public water system.

**Water Main** – The primary distribution piping of the public water system.

**Water Service Line** – (or service line) Piping or tubing that connects the public water main to a building or structure on the Water Customers property. Includes a Corporation Stop and Curb Stop and is constructed of Type K soft copper or High Density Polyethylene.

**Water Works** - All facilities for, pumping, treating, storing and distributing potable water.

### IV. Application for Service

1. Any person, group, business or corporation, contractor, land developer, subdivider or home builder requesting entrance or connection to the public water system must make application for such use at the office of the Monson Water and Sewer Department, hereinafter referred to as the MW&SD. Such application shall be in the form prescribed and in conformance with the procedures specified in “**The Monson Water and Sewer Department Construction Standards (Water)**”. Such application to be kept on file at said office and signed by the Owner/Applicant or the authorized agent of the estate upon which said use is requested.
2. The Board of Water and Sewer Commissioners, hereinafter referred to as the Commissioners, reserve the right to deny service for reasons including, **but not limited to** the following:
  - A. No connection will be made to any existing water main unless a perpendicular connection to said main can be obtained
  - B. No connection will be made unless a static pressure of 35 psi can be maintained.
  - C. No connection will be made if, in the judgement of the Commissioners, said connection will present a degradation of service to existing Water Consumers and Water Customers.
3. The Owner/Applicant shall be liable for all expenses incurred by the MW&SD while evaluating the proposed application for viability for service including, **but not limited to**, engineering and professional services.
4. The Owner/Applicant shall agree to comply with all lawful regulations, present and future, as set forth by the Commissioners for the connection to and use of the public water system.
5. The Owner/Applicant and/or his agent shall agree to abide by all directives of the MW&SD as they pertain to the connection to and use of the public water system.
6. No connections to the public water system will be allowed after November 15th and before April 1st during the calendar year unless the MW&SD grants special permission to do so.

## V Connection to the Public Water System

1. The Owner/Applicant and/or his agent shall agree to pay in full a Water Entrance/Connection Fee as described in Appendix A, **“The Monson Water and Sewer Department Water Rate & Fee Schedule”** before work begins.
2. The Owner/Applicant will be liable for all expenses incurred for the connection to the public water system including, **but not limited to**, service materials, excavation costs, permit fees, and road repairs.
3. The Owner/Applicant and/or his agent shall agree to obtain all applicable permits including, **but not limited to**, Dig-Safe Permit, Monson Highway Cross/Alter Permit, Plumbing Permit, etc.
4. The Owner/Applicant and/or his agent shall indemnify the MW&SD and the Town of Monson from any loss or damage that may directly or indirectly be occasioned by the connection to the public water system.
5. The Owner/Applicant and/or his agent shall agree that the work performed and all materials used in conjunction with connection to the public water system shall be in conformance with the procedures specified in **“The Monson Water and Sewer Department Construction Standards (Water)”**.
6. At the discretion of the Superintendent, unused and existing water services may be used in conjunction with new buildings if found, on examination and test by the Superintendent, to meet all requirements of the MW&SD as specified in **“The Monson Water and Sewer Department Construction Standards (Water)”**.

## VI Use of The Public Water System

1. The Owner or Water Customer must bear the expense of laying and maintaining all pipe and fixtures on their premises from the Customer's place of use up to the curb stop, and must keep same well protected from freezing and prevent waste of water. They will be held liable for all damage from their failure to do so.
2. All persons are forbidden to connect with any main or service pipe on the public water system side of the water meter. However, the MW&SD may grant written permission to allow a connection on the public water system side of the water meter for the sole purpose of a residential fire sprinkler system through its Cross-Connection Control Program.
3. No Water Customer shall allow water to be taken off his property, either by connecting pipes or hose, nor in any way make a practice of furnishing water to anyone outside the building being properly serviced without a written permit from the MW&SD.
4. All plumbing on property serviced by the public water system must conform to the Massachusetts Plumbing Code including cross connection and backflow regulations.

## **Monson Water & Sewer Department Rules & Regulations (Water)**

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5. No cross connection between the public water service supplying the premises and any other water source will be permitted, nor with any fixture or appliance containing liquid subject to pollution whereby there is any possibility, under any conditions, of backflow into the service pipe or public water system.
6. The Owner of any new commercial, industrial, municipal or agricultural facility must provide written certification of a cross connection survey performed on said facility by a Massachusetts certified Cross Connection Surveyor after completion of all interior plumbing or within one month of occupancy, whichever comes first. All existing commercial, industrial, municipal and agricultural facilities shall be subject to a cross connection survey on a regular basis at the discretion of the MW&SD. The Owner of said facilities shall bear all costs associated with these surveys and he shall also be responsible for notifying the MW&SD whenever any changes are made to the plumbing connected to the public water system.
7. No person shall uncover, make connection to, use, alter, or disturb any public water main or appurtenance thereof without first obtaining permission from the Superintendent or his representative.
8. No person shall tamper with or operate any curb stop, hydrant or gate valve without written permission from the Superintendent or his representative.
9. The Monson Fire Department (MFD) shall, in all cases, have free control of the hydrants at all fires. No person shall operate fire hydrants except the MFD, for the purpose of fire fighting or training, and the MW&SD for the purpose of service work. Any person or business requesting the use of a fire hydrant must first obtain permission from the Superintendent or his representative. Said person or business will then be liable for a hydrant set-up fee as specified in Appendix A, **"The Monson Water and Sewer Department Water Rate & Fee Schedule"**.
10. No person shall shut off fire line services supplying sprinkler systems without notifying the MFD and the MW&SD. No work may be done on any fire line without permission from the MFD and MW&SD.
11. The MW&SD reserves the right to shut off water service without notice in cases of fire, repairs or alterations. Temporary loss of water service notices will be given whenever possible.
12. The Commissioners reserve the right to shut off water service to a Water Customer for disregard of these Rules and Regulations and for non-payment of any and all water service charges or fees when due. A Water Shut-off Fee as specified in Appendix A, **"The Monson Water and Sewer Department Water Rate & Fee Schedule"** shall accompany the termination of water service. Water service may be resumed when all disputes and accounts are settled to the MW&SD's satisfaction. A Water Turn-on Fee as specified in Appendix A, **"The Monson Water and Sewer Department Water Rate & Fee Schedule"** shall accompany the resumption of water service.
13. The Commissioners reserve the right to restrict the use of water when necessary through a **Declaration of a State of Water Supply Conservation** as per **The Town of Monson Water Use Restriction Bylaw/Ordinance**.
14. The Owner or Water Customer shall hold the MW&SD harmless for any loss or damage to their property caused directly or indirectly by any interruption of water service or loss of pressure.

## VII. Meters

1. The MW&SD will provide water meters in sizes 5/8 inch through 1 inch. The Owner or Water Customer is responsible for purchasing meters larger than 1 inch in size. The MW&SD shall determine the proper meter size for each individual service. All meters must be of a make and manufacturer as specified by the MW&SD.
2. The MW&SD will maintain meters in sizes 5/8 inch through 1 inch as to their reasonable repair. The Owner or Water Customer will be responsible for the maintenance and repair of meters larger than 1 inch in size. The Owner or Water Customer, where **all meters** are installed, is responsible for their general care and protection. If said meter becomes frozen, damaged or stolen then the Owner or Water Customer shall pay to the MW&SD such sum as is the real damage done to the meter, which sum is collectable the same as all water charges and fees.
3. When a meter in service is found not to register, the MW&SD may render an estimated bill. The MW&SD will estimate the charge for the water used by averaging the amount registered over a similar period preceding or subsequent to the period of non-registration or for corresponding periods in previous years, adjusting for any changes in the Water Customer's usage.
4. Water meters will be removed and tested upon a complaint or request of the water customer for a fee as specified in Appendix A, "**The Monson Water and Sewer Department Water Rate & Fee Schedule**". If the meter does not test out within 2% of being accurate the meter will be replaced and the fee will be waived. The MW&SD requires that the water customer be present at the time of the test.
5. The Owner and/or Water Customer shall maintain the water meter and service line shut-off valve free from rubbish and other materials, which may obstruct access by the employees of the MW&SD.
6. Only an authorized representative of the MW&SD shall have permission to install, remove or repair any water meter. No person shall tamper or interfere with the correct and proper operation of the water meter.

## VIII. Rates

1. The Commissioners shall establish the user charge system in accordance with appropriate Federal and State rules and regulations pertaining to the costs associated to the use of the public water system.
2. Please see Appendix A: "**The Monson Water and Sewer Department Water Rate & Fee Schedule**" for a current listing of our rates and fees

## **IX. Protection from Damage**

1. No person shall maliciously, or willfully break, damage, destroy, uncover, deface, or tamper with any structure, appurtenance, or equipment, which is a part of the water works. Any person violating this provision shall be subject to immediate arrest.

## **X. Powers and Authority of Inspectors**

1. The Superintendent and other duly authorized employees of the MW&SD bearing proper credentials and identification shall be permitted to enter all properties serviced by the public water system for the purpose of inspection, cross connection survey/testing, observation, measurement, sampling, and testing in accordance with the provisions of these Rules and Regulations and those set forth by the Commonwealth of Massachusetts at times convenient to the owner and upon appointment. The Superintendent or his representatives shall have authority to inquire into any processes that have a direct bearing on the purpose, amount and rate of water usage and their effects on the public water system.
2. While performing the necessary work on private properties referred to in Article X, Section 1 above, the Superintendent or duly authorized employees of the Town shall observe all safety rules applicable to the premises established by the company.
3. The Superintendent and other duly authorized employees of the Town bearing proper credentials and identification shall be permitted to enter all private properties through which the Town holds a duly negotiated easement for the purpose of, but not limited to, inspection, observation, measurement, sampling, repair and maintenance of any portion of the water works lying within said easement. All entry and subsequent work, if any, on said easement, shall be done in full accordance with the terms of the duly negotiated easement pertaining to the private property involved.

## **XI. Penalties**

1. Any person found to be violating any provision of this by-law should be served by the Town with written notice stating the nature of the violation and providing a time limit for the satisfactory correction thereof. The offender shall, within the period of time stated in such notice, permanently cease all violations and correct same.
2. Any person, corporation or business, who shall continue any violations beyond the time limit provided for in Article XI, Section 1, shall be guilty of a misdemeanor, and on conviction thereof shall be fined in the amount not exceeding \$20.00 for each violation. Each day in which any such violation shall continue shall be deemed a separate offense.
3. Any person violating any of the provisions of these Rules and Regulations shall become liable to the Town for any expense, loss, or damage occasioned the Town by reason of such offense.

## **XII. Validity**

1. All by-laws or parts of by-laws in conflict herewith are hereby repealed.
2. The invalidity of any section, clause, sentence, or provision of these Rules and Regulations shall not affect the validity of any other part of these Rules and Regulations, which can be given effect without such invalid part or parts.

## XIII. APPENDICES